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**UNITED STATES DISTRICT COURT  
CENTRAL DISTRICT OF CALIFORNIA**

JULIO CRUZ,

Plaintiff,

vs.

WALTER C. BOICE, AS TRUSTEE OF  
THE BOICE FAMILY TRUST D/B/A  
COAST HARDWARE; and DOES 1 to 10,  
Defendants.

**Case No.:**

COMPLAINT FOR INJUNCTIVE  
RELIEF AND DAMAGES FOR DENIAL  
OF CIVIL RIGHTS OF A DISABLED  
PERSON IN VIOLATIONS OF

1. AMERICANS WITH DISABILITIES  
ACT, 42 U.S.C. §12131 et seq.;

2. CALIFORNIA'S UNRUH CIVIL  
RIGHTS ACT;

3. CALIFORNIA'S DISABLED  
PERSONS ACT;

4. CALIFORNIA HEALTH & SAFETY  
CODE;

5. NEGLIGENCE

Plaintiff JULIO CRUZ ("Plaintiff") complains of Defendants WALTER C.  
BOICE, AS TRUSTEE OF THE BOICE FAMILY TRUST D/B/A COAST  
HARDWARE; and DOES 1 to 10 ("Defendants") and alleges as follows:

**PARTIES**

1. Plaintiff is a California resident with a physical disability. Plaintiff is  
disabled due to paraplegia caused by thoracic spine injury and is substantially limited in

1 his ability to walk. Plaintiff requires the use of a wheelchair at all times when traveling in  
2 public.

3 2. Defendants are, or were at the time of the incident, the real property owners,  
4 business operators, lessors and/or lessees of the real property for a hardware store  
5 (“Business”) located at or about 240 Broadway St., Laguna Beach, California.

6 3. The true names and capacities, whether individual, corporate, associate or  
7 otherwise of Defendant DOES 1 through 10, and each of them, are unknown to Plaintiff,  
8 who therefore sues said Defendants by such fictitious names. Plaintiff will ask leave of  
9 Court to amend this Complaint when the true names and capacities have been  
10 ascertained. Plaintiff is informed and believes, and, based thereon, alleges that each such  
11 fictitiously named Defendants are responsible in some manner, and therefore, liable to  
12 Plaintiff for the acts herein alleged.

13 4. Plaintiff is informed and believes, and thereon alleges that, at all relevant  
14 times, each of the Defendants was the agent, employee, or alter-ego of each of the other  
15 Defendants, and/or was acting in concert with each of the other Defendants, and in doing  
16 the things alleged herein was acting with the knowledge and consent of the other  
17 Defendants and within the course and scope of such agency or employment relationship.

18 5. Whenever and wherever reference is made in this Complaint to any act or  
19 failure to act by a defendant or Defendants, such allegations and references shall also be  
20 deemed to mean the acts and failures to act of each Defendant acting individually, jointly  
21 and severally.

## 22 **JURISDICTION AND VENUE**

23 6. The Court has jurisdiction of this action pursuant to 28 USC §§ 1331 and  
24 1343 for violation of the Americans with Disabilities Act of 1990, (42 USC §12101, *et*  
25 *seq.*).

26 7. Pursuant to pendant jurisdiction, attendant and related causes of action,  
27 arising from the same nucleus of operating facts, are also brought under California law,  
28

1 including, but not limited to, violations of California Civil Code §§51, 51.5, 52(a), 52.1,  
2 54, 54., 54.3 and 55.

3 8. Plaintiff's claims are authorized by 28 USC §§ 2201 and 2202.

4 9. Venue is proper in this court pursuant to 28 USC §1391(b). The real  
5 property which is the subject of this action is located in this district, Orange County,  
6 California, and that all actions complained of herein take place in this district.

7 **FACTUAL ALLEGATIONS**

8 10. In or about May of 2024, Plaintiff went to the Business.

9 11. The Business is a hardware store business establishment, open to the public,  
10 and is a place of public accommodation that affects commerce through its operation.  
11 Defendants provide parking spaces for customers.

12 12. While attempting to enter the Business during each visit, Plaintiff personally  
13 encountered a number of barriers that interfered with his ability to use and enjoy the  
14 goods, services, privileges, and accommodations offered at the Business.

15 13. To the extent of Plaintiff's personal knowledge, the barriers at the Business  
16 included, but were not limited to, the following:

- 17 a. Defendants failed to comply with the federal and state standards for  
18 the parking space designated for persons with disabilities. Defendants  
19 failed to post required signage such as "Van Accessible," and  
20 "Minimum Fine \$250.
- 21 b. Defendants failed to comply with the federal and state standards for  
22 the parking space designated for persons with disabilities. Defendants  
23 failed to provide an access aisle with level surface slope.
- 24 c. Defendants failed to maintain accessibility for persons with  
25 disabilities to comply with the federal and state standards. Defendants  
26 failed to provide an accessible entrance as the Business had a  
27 threshold that exceeded the maximum height allowed by the  
28 Standards.

1 d. Defendants failed to comply with the federal and state standards for  
2 the parking space designated for persons with disabilities. The height  
3 of the posted required signages was lower than the height allowed by  
4 the standards.

5 14. These barriers and conditions denied Plaintiff full and equal access to the  
6 Business and caused Plaintiff difficulty and frustration. Plaintiff wishes to return and  
7 patronize the Business; however, Plaintiff is deterred from visiting the Business because  
8 his knowledge of these violations prevents him from returning until the barriers are  
9 removed.

10 15. Based on the violations, Plaintiff alleges, on information and belief, that  
11 there are additional barriers to accessibility at the Business after further site inspection.  
12 Plaintiff seeks to have all barriers related to his disability remedied. *See Doran v. 7-*  
13 *Eleven, Inc.* 524 F.3d 1034 (9<sup>th</sup> Cir. 2008).

14 16. In addition, Plaintiff alleges, on information and belief, that Defendants  
15 knew that particular barriers render the Business inaccessible, violate state and federal  
16 law, and interfere with access for the physically disabled.

17 17. At all relevant times, Defendants had and still have control and dominion  
18 over the conditions at this location and had and still have the financial resources to  
19 remove these barriers without much difficulty or expenses to make the Business  
20 accessible to the physically disabled in compliance with ADDAG and Title 24  
21 regulations. Defendants have not removed such barriers and have not modified the  
22 Business to conform to accessibility regulations.

23 **FIRST CAUSE OF ACTION**

24 **VIOLATION OF THE AMERICANS WITH DISABILITIES ACT OF 1990**

25 18. Plaintiff incorporates by reference each of the allegations in all prior  
26 paragraphs in this complaint.

27 19. Under the Americans with Disabilities Act of 1990 (“ADA”), no individual  
28 shall be discriminated against on the basis of disability in the full and equal enjoyment of

1 the goods, services, facilities, privileges, advantages, or accommodations of any place of  
2 public accommodation by any person who owns, leases, or leases to, or operates a place  
3 of public accommodation. *See* 42 U.S.C. § 12182(a).

4 20. Discrimination, *inter alia*, includes:

- 5 a. A failure to make reasonable modification in policies, practices, or  
6 procedures, when such modifications are necessary to afford such  
7 goods, services, facilities, privileges, advantages, or accommodations  
8 to individuals with disabilities, unless the entity can demonstrate that  
9 making such modifications would fundamentally alter the nature of  
10 such goods, services, facilities, privileges, advantages, or  
11 accommodations. 42 U.S.C. § 12182(b)(2)(A)(ii).
- 12 b. A failure to take such steps as may be necessary to ensure that no  
13 individual with a disability is excluded, denied services, segregated or  
14 otherwise treated differently than other individuals because of the  
15 absence of auxiliary aids and services, unless the entity can  
16 demonstrate that taking such steps would fundamentally alter the  
17 nature of the good, service, facility, privilege, advantage, or  
18 accommodation being offered or would result in an undue burden. 42  
19 U.S.C. § 12182(b)(2)(A)(iii).
- 20 c. A failure to remove architectural barriers, and communication barriers  
21 that are structural in nature, in existing facilities, and transportation  
22 barriers in existing vehicles and rail passenger cars used by an  
23 establishment for transporting individuals (not including barriers that  
24 can only be removed through the retrofitting of vehicles or rail  
25 passenger cars by the installation of a hydraulic or other lift), where  
26 such removal is readily achievable. 42 U.S.C. § 12182(b)(2)(A)(iv).
- 27 d. A failure to make alterations in such a manner that, to the maximum  
28 extent feasible, the altered portions of the facility are readily

1 accessible to and usable by individuals with disabilities, including  
2 individuals who use wheelchairs or to ensure that, to the maximum  
3 extent feasible, the path of travel to the altered area and the  
4 bathrooms, telephones, and drinking fountains serving the altered  
5 area, are readily accessible to and usable by individuals with  
6 disabilities where such alterations to the path or travel or the  
7 bathrooms, telephones, and drinking fountains serving the altered area  
8 are not disproportionate to the overall alterations in terms of cost and  
9 scope. 42 U.S.C. § 12183(a)(2).

10 21. Where parking spaces are provided, accessible parking spaces shall be  
11 provided. 1991 ADA Standards § 4.1.2(5); 2010 ADA Standards § 208. One in every  
12 eight accessible spaces, but not less than one, shall be served by an access aisle 96 in  
13 (2440 mm) wide minimum and shall be designated “van accessible.” 1991 ADA  
14 Standards § 4.1.2(5)(b). For every six or fraction of six parking spaces, at least one shall  
15 be a van accessible parking space. 2010 ADA Standards § 208.2.4.

16 22. Under the ADA, the method and color of marking are to be addressed by  
17 State or local laws or regulations. See 36 C.F.R., Part 1191. Under the California  
18 Building Code (“CBC”), the parking space identification signs shall include the  
19 International Symbol of Accessibility. Parking identification signs shall be reflectorized  
20 with a minimum area of 70 square inches. Additional language or an additional sign  
21 below the International Symbol of Accessibility shall state “Minimum Fine \$250.” A  
22 parking space identification sign shall be permanently posted immediately adjacent and  
23 visible from each parking space, shall be located with its centerline a maximum of 12  
24 inches from the centerline of the parking space and may be posted on a wall at the  
25 interior end of the parking space. See CBC § 11B-502.6, et seq.

26 23. Moreover, an additional sign shall be posted either in a conspicuous place at  
27 each entrance to an off-street parking facility or immediately adjacent to on-site  
28 accessible parking and visible from each parking space. The additional sign shall not be

1 less than 17 inches wide by 22 inches high. The additional sign shall clearly state in  
2 letters with a minimum height of 1 inch the following: "Unauthorized vehicles parked in  
3 designated accessible spaces not displaying distinguishing placards or special license  
4 plates issued for persons with disabilities will be towed away at the owner's expense..."  
5 See CBC § 11B-502.8, et seq.

6 24. Here, Defendants failed to provide the signs stating, "Minimum Fine \$250"  
7 and "Van Accessible."

8 25. Under the 1991 Standards, parking spaces and access aisles must be level  
9 with surface slopes not exceeding 1:50 (2%) in all directions. 1991 Standards § 4.6.2.  
10 Accessible parking spaces shall be at least 96 in (2440 mm) wide. Parking access aisles  
11 shall be part of an accessible route to the building or facility entrance and shall comply  
12 with 4.3. Two accessible parking spaces may share a common access aisle. Parked  
13 vehicle overhangs shall not reduce the clear width of an accessible route. Parking spaces  
14 and access aisles shall be level with surface slopes not exceeding 1:50 (2%) in all  
15 directions. 1991 Standards § 4.6.3.

16 26. Here, the access aisle is not level with the parking spaces. Under the 2010  
17 Standards, access aisles shall be at the same level as the parking spaces they serve.  
18 Changes in level are not permitted. 2010 Standards § 502.4. "Access aisles are required  
19 to be nearly level in all directions to provide a surface for transfer to and from vehicles."  
20 2010 Standards § 502.4 Advisory. Id. No more than a 1:48 slope is permitted.

21 27. Thresholds, if provided at doorways, shall be ½ inch (13 mm) high  
22 maximum. Raised thresholds and changes in level at doorways shall comply with 302  
23 and 303. Existing or altered thresholds ¾ inch (19 mm) high maximum that have a  
24 beveled edge on each side with a slope not steeper than 1:2 shall not be required to  
25 comply with 404.2.5. 2010 ADA Standards § 404.2.5.

26 28. Here, the entrance of the Business had a threshold that exceeded the  
27 maximum height allowed by the Standards.  
28



1           29. Signs shall be 60 inches (1525 mm) minimum above the finish floor or  
2 ground surface measured to the bottom of the sign. 2010 ADA Standards § 502.6.

3           30. Here, Defendants failed to post signage at the required minimum height of  
4 60 inches above the finish floor or ground surface measured to the bottom of the sign.

5           31. A public accommodation shall maintain in operable working condition those  
6 features of facilities and equipment that are required to be readily accessible to and usable  
7 by persons with disabilities by the Act or this part. 28 C.F.R. 35.211(a).

8           32. By failing to maintain the facility to be readily accessible and usable by  
9 Plaintiff, Defendants are in violation of Plaintiff's rights under the ADA and its related  
10 regulations.

11           33. The Business has denied and continues to deny full and equal access to  
12 Plaintiff and to other people with disabilities. Plaintiff has been and will continue to be  
13 discriminated against due to the lack of accessible facilities, and therefore, seeks  
14 injunctive relief to alter facilities to make such facilities readily accessible to and usable  
15 by individuals with disabilities.

16                                   **SECOND CAUSE OF ACTION**

17                           **VIOLATION OF THE UNRUH CIVIL RIGHTS ACT**

18           34. Plaintiff incorporates by reference each of the allegations in all prior  
19 paragraphs in this complaint.

20           35. California Civil Code § 51 states, "All persons within the jurisdiction of this  
21 state are free and equal, and no matter what their sex, race, color, religion, ancestry,  
22 national origin, disability, medical condition, genetic information, marital status, sexual  
23 orientation, citizenship, primary language, or immigration status are entitled to the full  
24 and equal accommodations, advantages, facilities, privileges, or services in all business  
25 establishments of every kind whatsoever."

26           36. California Civil Code § 52 states, "Whoever denies, aids or incites a denial,  
27 or make any discrimination or distinction contrary to Section 51, 515, or 51.6, is liable  
28 for each and every offense for the actual damages, and any amount that may be



1 determined by a jury, or a court sitting without a jury, up to a maximum of three times the  
2 amount of actual damage but in no case less than four thousand dollars (\$4,000) and any  
3 attorney's fees that may be determined by the court in addition thereto, suffered by any  
4 person denied the rights provided in Section 51, 51.5, or 51.6.

5 37. California Civil Code § 51(f) specifies, "a violation of the right of any  
6 individual under federal Americans with Disabilities Act of 1990 (Public Law 101-336)  
7 shall also constitute a violation of this section."

8 38. The actions and omissions of Defendants alleged herein constitute a denial  
9 of full and equal accommodation, advantages, facilities, privileges, or services by  
10 physically disabled persons within the meaning of California Civil Code §§ 51 and 52.  
11 Defendants have discriminated against Plaintiff in violation of California Civil Code §§  
12 51 and 52.

13 39. The violations of the Unruh Civil Rights Act caused Plaintiff to experience  
14 difficulty, discomfort, or embarrassment. The Defendants are also liable for statutory  
15 damages as specified in California Civil Code §55.56(a)-(c).

### 16 **THIRD CAUSE OF ACTION**

#### 17 **VIOLATION OF CALIFORNIA DISABLED PERSONS ACT**

18 40. Plaintiff incorporates by reference each of the allegations in all prior  
19 paragraphs in this complaint.

20 41. California Civil Code § 54.1(a) states, "Individuals with disabilities shall be  
21 entitled to full and equal access, as other members of the general public, to  
22 accommodations, advantages, facilities, medical facilities, including hospitals, clinics,  
23 and physicians' offices, and privileges of all common carriers, airplanes, motor vehicles,  
24 railroad trains, motorbuses, streetcars, boats, or any other public conveyances or modes  
25 of transportation (whether private, public, franchised, licensed, contracted, or otherwise  
26 provided), telephone facilities, adoption agencies, private schools, hotels, loading places,  
27 places of public accommodations, amusement, or resort, and other places in which the  
28

1 general public is invited, subject only to the conditions and limitations established by  
2 law, or state or federal regulation, and applicable alike to all persons.

3 42. California Civil Code § 54.3(a) states, “Any person or persons, firm or  
4 corporation who denies or interferes with admittance to or enjoyment of public facilities  
5 as specified in Sections 54 and 54.1 or otherwise interferes with the rights of an  
6 individual with a disability under Sections 54, 54.1 and 54.2 is liable for each offense for  
7 the actual damages, and any amount as may be determined by a jury, or a court sitting  
8 without a jury, up to a maximum of three times the amount of actual damages but in no  
9 case less than one thousand dollars (\$1,000) and any attorney’s fees that may be  
10 determined by the court in addition thereto, suffered by any person denied the rights  
11 provided in Section 54, 54.1, and 54.2.

12 43. California Civil Code § 54(d) specifies, “a violation of the right of an  
13 individual under Americans with Disabilities Act of 1990 (Public Law 101-336) also  
14 constitute a violation of this section, and nothing in this section shall be construed to limit  
15 the access of any person in violation of that act.

16 44. The actions and omissions of Defendants alleged herein constitute a denial  
17 of full and equal accommodation, advantages, and facilities by physically disabled  
18 persons within the meaning of California Civil Code § 54. Defendants have  
19 discriminated against Plaintiff in violation of California Civil Code § 54.

20 45. The violations of the California Disabled Persons Act caused Plaintiff to  
21 experience difficulty, discomfort, and embarrassment. The Defendants are also liable for  
22 statutory damages as specified in California Civil Code §55.56(a)-(c).

#### 23 **FOURTH CAUSE OF ACTION**

#### 24 **CALIFORNIA HEALTH & SAFETY CODE § 19955, et seq.**

25 46. Plaintiff incorporates by reference each of the allegations in all prior  
26 paragraphs in this complaint.

27 47. Plaintiff and other similar physically disabled persons who require the use of  
28 a wheelchair are unable to use public facilities on a “full and equal” basis unless each

1 such facility is in compliance with the provisions of California Health & Safety Code §  
2 19955 et seq. Plaintiff is a member of the public whose rights are protected by the  
3 provisions of California Health & Safety Code § 19955 et seq.

4 48. The purpose of California Health & Safety Code § 1995 et seq. is to ensure  
5 that public accommodations or facilities constructed in this state with private funds  
6 adhere to the provisions of Chapter 7 (commencing with Section 4450) of Division 5 of  
7 Title 1 of the Government Code. The code relating to such public accommodations also  
8 require that “when sanitary facilities are made available for the public, clients, or  
9 employees in these stations, centers, or buildings, they shall be made available for  
10 persons with disabilities.

11 49. Title II of the ADA holds as a “general rule” that no individual shall be  
12 discriminated against on the basis of disability in the full and equal enjoyment of goods  
13 (or use), services, facilities, privileges, and accommodations offered by any person who  
14 owns, operates, or leases a place of public accommodation. 42 U.S.C. § 12182(a).  
15 Further, each and every violation of the ADA also constitutes a separate and distinct  
16 violation of California Civil Code §§ 54(c) and 54.1(d), thus independently justifying an  
17 award of damages and injunctive relief pursuant to California law, including but not  
18 limited to Civil Code § 54.3 and Business and Professions Code § 17200, et seq.

19 **FIFTH CAUSE OF ACTION**

20 **NEGLIGENCE**

21 50. Plaintiff incorporates by reference each of the allegations in all prior  
22 paragraphs in this complaint.

23 51. Defendants have a general duty and a duty under the ADA, Unruh Civil  
24 Rights Act and California Disabled Persons Act to provide safe and accessible facilities  
25 to the Plaintiff.

26 52. Defendants breached their duty of care by violating the provisions of ADA,  
27 Unruh Civil Rights Act and California Disabled Persons Act.

53. As a direct and proximate result of Defendants' negligent conduct, Plaintiff has suffered damages.

**PRAYER FOR RELIEF**

WHEREFORE, Plaintiff respectfully prays for relief and judgment against Defendants as follows:

1. For preliminary and permanent injunction directing Defendants to comply with the Americans with Disability Act and the Unruh Civil Rights Act;
2. Award of all appropriate damages, including but not limited to statutory damages, general damages and treble damages in amounts, according to proof;
3. Award of all reasonable restitution for Defendants' unfair competition practices;
4. Reasonable attorney's fees, litigation expenses, and costs of suit in this action;
5. Prejudgment interest pursuant to California Civil Code § 3291; and
6. Such other and further relief as the Court deems just and proper.

**DEMAND FOR TRIAL BY JURY**

Pursuant to Rule 38(b) of the Federal Rules of Civil Procedure, Plaintiff hereby demands a trial by jury on all issues so triable.

Dated: August 12, 2024

SO. CAL. EQUAL ACCESS GROUP

By: /s/ Jason J. Kim  
Jason J. Kim, Esq.  
Attorneys for Plaintiff